

## **Kyocera Rewards Club – Australia and New Zealand FAQ**

### **What is the Kyocera Rewards Club?**

KYOCERA Rewards Club allows Channel Partners to earn Kyocera Rewards Points for each eligible purchase of Kyocera products.

Kyocera has partnered with the Qantas Frequent Flyer Program to allow Channel Partners to earn Qantas Frequent Flyer program points ('QFF Points') for all Kyocera printers, devices and accessories purchased from an authorised Kyocera Distributor or directly from Kyocera in Australia or New Zealand.

### **Who can join the Kyocera Rewards Club?**

All Kyocera authorised distributors, dealers, resuppliers, system integrators, wholesale MPS partners and approved Premium Partner Program (PPP) resellers that purchase through an authorised Kyocera Distributor or directly from Kyocera in Australia or New Zealand ('Channel Partners') may apply to Kyocera to be a member of the Kyocera Rewards Club ('Club'). One Kyocera Rewards Club membership is available per Channel Partner ABN or NZBN (as applicable).

### **How do I join Kyocera Rewards Club?**

To join Kyocera Rewards Club, please fill in your Channel Partner details [here](#).

### **How do I earn Qantas Frequent Flyer points?**

Kyocera Rewards Club members will earn Kyocera Rewards Points for each dollar spent on all Kyocera printers, devices and accessories purchased from an authorised Kyocera Distributor or directly from Kyocera in Australia or New Zealand ('Eligible Items'). Purchase of consumables, parts or warranties will not accrue any points.

Two Kyocera Rewards points can be converted into 1 QFF Point. To be eligible to convert Kyocera Rewards Points to QFF Points, each Channel Partner must nominate an officer or employee of the Channel Partner who is a current member of the QFF Program ('Participant'). Participants must be at least 18 years of age. Kyocera Rewards Club membership is only available to individual members of the QFF Program. Kyocera Rewards Club membership is not available to companies, trusts or partnerships members of the QFF Program.

### **What if I disagree with the sales report figures or QFF points allocation?**

If your question is around eligible purchases, please reach out to your Kyocera Dealer Manager or Kyocera Distribution Partner (as applicable).

The Channel Partner may request any correction of Kyocera Rewards Points allocated within 30 days of the allocation.

If your question is about the Kyocera Rewards Club points, please reach out to [marketing@dau.kyocera.com](mailto:marketing@dau.kyocera.com).

If your question is about the QFF Program, please visit [www.qantas.com/au/en/frequent-flyer.html](http://www.qantas.com/au/en/frequent-flyer.html).

### **What if there is a refund of purchases?**

If an Eligible Item is refunded in accordance with the terms and conditions of the purchase after Kyocera Rewards Points have been allocated (other than for warranty reasons), Kyocera reserves the right to reclaim or subtract the Kyocera Rewards Points from Channel Partner or offset Kyocera Rewards Points from the next purchase of an Eligible Item.

### **More questions?**

Please refer to the full Kyocera Rewards Club Terms and Conditions for full details about the Kyocera Rewards Club. Contact your Kyocera Account Manager or contact [marketing@dau.kyocera.com](mailto:marketing@dau.kyocera.com) should you require further assistance.